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Poštne storitve - Baze naslovov - 1. del: Sestavni deli poštnih naslovov

Postal services - Address databases - Part 1: Components of postal addresses

Postalische Dienstleistungen - Adressdatenbanken - Teil 1: Bestandteile der postalischen Anschrift

Services postaux - Bases de données d'adresse - Partie 1: Composants des adresses postales

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Postal services - Address databases - Part 1: Components of postal addresses

Services postaux - Bases de données d'adresse - Partie 1: Composants des adresses postales

Postalische Dienstleistungen - Adressdatenbanken - Teil 1: Bestandteile der postalischen Anschrift

This European Standard was approved by CEN on 18 June 2011.

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This European Standard exists in three official versions (English, French, German). A version in any other language made by translation under the responsibility of a CEN member into its own language and notified to the CEN-CENELEC Management Centre has the same status as the official versions.

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Foreword

This document (EN 14142-1:2011) has been prepared by Technical Committee CEN/TC 331 “Postal Services”, the secretariat of which is held by NEN.

This document shall be given the status of a national standard, either by publication of an identical text or by endorsement, at the latest by February 2012, and conflicting national standards shall be withdrawn at the latest by February 2012.

Attention is drawn to the possibility that some of the elements of this document may be the subject of patent rights. CEN [and/or CENELEC] shall not be held responsible for identifying any or all such patent rights.

This document supersedes EN 14142-1:2003.

NOTE This document has been prepared by experts coming from CEN/TC 331 and UPU, under the framework of the Memorandum of Understanding between the UPU and CEN.

This document (EN 14142-1:2011), is the CEN equivalent of UPU[1)] standard S42-6 Part A. It may be amended only after prior consultation, between CEN/TC 331 and the UPU Standards Board, in accordance with the Memorandum of Understanding between CEN and the UPU.

The UPU’s contribution to the document was made, by the UPU Standards Board[2)] and its sub-groups, in accordance with the rules given in Part V of the "General information on UPU standards".

EN 14142-1:2011 is based on UPU S42-6 Part A "International postal address components and templates — Part A: Conceptual hierarchy and template languages" [1].

This document is the equivalent to Part A of a two-part UPU Standard, S42: International postal address components and templates. S42 was originally published as a single part standard covering the definition of address components and postal address templates with examples, but has been split into two parts in order to separate the general aspects which apply to all countries and which can be expected to remain stable from the specific aspects which apply to each country considered in itself and conventions adopted by the working group which may be modified in the light of further experience. For example, the conceptual hierarchy of segments, constructs, elements and element sub-types, code tables, and the definition of the template languages will be found in EN 14142-1:2011, while the specific natural language and XML templates, rendition instructions, mapping conventions, and presentation guidelines for each country are included in CEN/TR 14142-2:2010.

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1) The Universal Postal Union (UPU) is the specialized institution of the United Nations that regulates the universal postal service. The postal services of its 189 member countries form the largest physical distribution network in the world. Some 5 million postal employees working in over 660 000 post offices all over the world handle an annual total of 425 billion letters-post items in the domestic service and almost 6,7 billion in the international service. Some 4,5 billion parcels are sent by post annually. Keeping pace with the changing communications market, posts are increasingly using new communication and information technologies to move beyond what is traditionally regarded as their core postal business. They are meeting higher customer expectations with an expanded range of products and value-added services.

2) The UPU's Standards Board develops and maintains a growing number of standards to improve the exchange of postal-related information between posts, and promotes the compatibility of UPU and international postal initiatives. It works closely with posts, customers, suppliers and other partners, including various international organizations. The Standards Board ensures that coherent standards are developed in areas such as electronic data interchange (EDI), mail encoding, postal forms and meters. UPU standards are published in accordance with the rules given in Part VII of the General information on UPU standards, which may be freely downloaded from the UPU world-wide web site (www.upu.int).

EN 14142-1:2011 contains a revised element list with several elements added or deleted, and defines an expanded roster of element sub-types in order to account for addresses from countries around the world that are either represented with templates defined in EN 14142-1:2011 or have been provided to the UPU as sample addresses. Many of these sample addresses can be found on the UPU web site, though from time to time that site is updated with changes and new examples. As part of the work of the Addressing Project Group, the Web site addresses will be mapped according to the UPU element list, including element sub-types, from EN 14142-1:2011, using the mapping conventions detailed in CEN/TR 14142-2:2010.

CEN/TR 14142-2:2010 describes the address templates for each country, i.e. the specific way an address is formatted in each country, indicating in particular the order in which the various elements appear. The address templates are supplemented by rendition instructions, specifying how elements are to be rendered for printing.[3)]

According to the CEN/CENELEC Internal Regulations, the national standards organizations of the following countries are bound to implement this European Standard: Austria, Belgium, Bulgaria, Croatia, Cyprus, Czech Republic, Denmark, Estonia, Finland, France, Germany, Greece, Hungary, Iceland, Ireland, Italy, Latvia, Lithuania, Luxembourg, Malta, Netherlands, Norway, Poland, Portugal, Romania, Slovakia, Slovenia, Spain, Sweden, Switzerland and the United Kingdom.

3) The Brazilian postcode, for example, is saved in the format 99999999 in a database. However, in an address, the postcode should be printed in the format 99999–999. The rendition instructions therefore state that the Brazilian postcode is printed with a dash between the 5th and 6th digits.

Introduction

The postal service provides letter, package and parcel **delivery**[4)] on a global and universal basis, without the need for recipients to enter into explicit service contracts. **Postal addresses**, which combine private recipient information with publicly known **delivery point** data, provide the mechanism through which **mailers** specify the intended recipient and the means by which the postal operator can fulfil its delivery commitment.

This document deals with physical postal addresses and not with others like email addresses.

Traditionally, postal operators have been highly flexible with regard to the manner in which postal items can be addressed: any form and content of address was acceptable as long as it permitted sufficiently unambiguous determination of the delivery point. Even today, many postal services pride themselves on their ability, using staff intelligence and local demographic knowledge, to deliver postal items carrying incomplete or unusual address representations.

However, increasing volumes and labour cost rates mean that automation became not only economic, but also essential a long time ago. As a result, it has become more and more vital to ensure that the vast majority of postal items are addressed in a way which can be processed automatically, without risk of misinterpretation.

Today, the vast majority of postal items carry printed addresses which are extracted from computer databases.

Such databases need to be maintained in the face of population mobility, creation and suppression of delivery points and changes in their specification such as renaming of streets, renumbering of properties, etc. Moreover, there is a growing tendency for companies to exchange or trade address data and, in the context of the European Single Market, for companies in one country to hold address data of organisations and individuals in other countries, which might use different approaches to the structuring of printed addresses.

In this context, the UPU Postal Operations Council's POST*Code Project Team charged its sub-project team 2 to develop a standard, covering the definition of address components and **postal address templates**. This standard, International Postal Address Components and Templates, is the result of this development.

4) Terms in **bold** are defined either in Clause 3, Terms and Definitions or Clause 5, Postal Address Components.

1 Scope

This standard provides a dictionary of the possible[5)] components of postal addresses, together with examples of and constraints on their use.

This standard This standard defines three hierarchical levels of postal address component:

— **segments**, such as **addressee specification**, which correspond to major logical portions of a postal address;

— **constructs**, such as **organisation identification**, which group elements within segments into units which are meaningful for human interpretation;

— **elements**, such as **organisation name** or **legal status**, which correspond to the lowest level of constructs, i.e. those which are not themselves made up of subordinate elements, though they may be sub-divided for technical purposes.

To cover multiple occurrences and locations of elements in an address, and to be able where necessary to work with sub-divisions of element content, the standard defines a fourth level:

— **element sub-types**, such as **door type** or **door indicator**, representing parts of conceptual elements, such as **door**, for database storage or to facilitate presentation, or representing multiple instances of conceptual elements for use in defining address element structures or templates.

NOTE The underlying point is that elements are conceptual whereas sub-types are defined to meet technical needs such as template construction, rendition requirements, accurate representation of address instances, and matching to postal database fields.

This standard further provides a methodology for the specification of **postal address templates**, which stipulate how a postal address is to be written, including the order in which **postal address elements** are to appear, required and optional elements, and the presentation or rendition of the elements, subject to constraints on the space available for that task. Languages suitable for human comprehension and computer processing of postal address templates are defined and described.

It also defines a number of useful terms, such as **delivery address**, **forwarding address**, **mailee** and **mail originator**. By providing a standard dictionary of postal address components, this standard is expected to greatly facilitate the formal description of actual address representations and the definition of procedures for mapping between them.

In practice, many address representations, whether in computer databases, in electronic messages or in printed or written form, combine several of the postal address components defined herein into single fields or lines.[6)] Considerable intelligence may be required in mapping between different representations, particularly where these are subject to a degree of ambiguity.[7)]

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5) Note that an individual postal address, or a class of postal addresses (such as the addresses used in a given country) may require only a subset of the possible components. For example, Irish postal addresses do not at this time include **postcodes**.

6) Note that practical databases (and even printed addresses) may also combine postal address components, as defined herein, with other relevant data. For example, a company's customer database may include a customer reference or identification number along with each customer's address. Such additional data are not considered, for the purpose of this standard, as part of the address, but they obviously need to be taken into account in the design of the database and the applications which use it.

7) For example, in the individual name John Smith, it is reasonably evident that Smith is the individual's **surname** and that John is a **given name**. But James Joyce is rather more ambiguous: does this represent *Mr. Joyce*, with given name *James*, or *Ms James*, with given name *Joyce*?

This standard does *not* specify the length or value range of components.

This standard does not cover the topic of data protection. Users of this standard are nevertheless reminded that the storage and exchange of personal data are subject to legislation in many countries. This standard may be applied only to the extent that this is compliant with such legislation.

2 Normative references

The following referenced documents are indispensable for the application of this document. For dated references, only the edition cited applies. For undated references, the latest edition of the referenced document (including any amendments) applies.

EN ISO 3166–1, *Codes for the representation of names of countries and their subdivisions — Part 1: Country codes (ISO 3166-1:2006)*

UPU Standards Glossary

3 Terms and definitions

For the purposes of this document, the terms and definitions in the UPU Standards Glossary and the following additions and exceptions apply.

NOTE This clause of the standard defines a number of general terms and concepts which are referred to in this standard. This clause does not include definitions of individual **postal address components**, which are separately defined in Clause 5.

3.1
address
see **postal address**

3.2
addressee
party who is the intended ultimate recipient of a postal item

NOTE 1 The addressee may be explicitly defined as part of the **postal address**, or may be implicit. For example, in certain countries, omission of addressee information is taken as implying that **delivery** is to be to an individual or legal entity having legal access to the **delivery point**.

NOTE 2 An address may contain multiple addressee specifications. For example, Mr. or Mrs. Smith specifies that the addressee is either one of two individuals, whilst Mr. Jones and Mrs. Smith denotes that the addressee is a group of two individuals. See also ***addressee role descriptor***.

NOTE 3 The use made by the postal operator of addressee and mailee data might be dependent on the postal service applicable to the postal item. For some services, such as registered mail, the postal operator's responsibility might include ensuring that the addressee, or a duly authorised representative, acknowledges receipt of the postal item. In other cases, addressee data could be purely informative or used by the postal operator only for consistency checking and/or for the activation of forwarding services. In still other cases, it might be used for sorting or sequencing purposes prior to delivery (e.g. in the case of business mail being pre-sequenced by department or individual company official).

NOTE 4 When the addressee is explicitly defined (see NOTE 1), there is always one addressee in a syntactically correct postal address, whereas the mailee information does not have to be present. In some countries, the addressee may be an abstraction such as "Postal Customer".

3.3
component
see **postal address component**

3.4
construct
see **postal address construct**

3.5
delivery
postal process in which a postal item leaves the responsibility of the postal operator through being handed over to, or left for collection by, the **addressee**, the **mailee** or an authorised representative, or deposited in a private letter box accessible to one or other of these

NOTE Except in the case of special services, for which the addressee or mailee is required to acknowledge receipt, delivery does not necessarily guarantee that the postal item actually reaches the addressee or mailee. In particular, where postal items are left for collection or deposited in a private letterbox, other persons might have access to them, either legally or otherwise.

3.6
delivery address
postal address specified by the **mailer** to which the postal operator is requested to deliver the postal item

NOTE 1 The delivery address may in certain circumstances, e.g. unaddressed mail, not actually be represented on the postal item. In this case, the delivery address is determined by the postal operator in accordance with an agreement between the operator and the mailer.

NOTE 2 The postal item might not actually be delivered to the requested delivery address. For example, in the case of forwarding, delivery takes place at the forwarding address.

3.7
delivery point
physical location recognised by a postal operator as a valid location at which **delivery** of a postal item may occur

3.8
element
see postal address element

3.9
forwarding address
postal address, specified by the **addressee** or **mailee** of a postal item, to which the postal operator is requested to deliver the postal item, in place of delivering it to the **delivery address**

NOTE 1 Not all postal items can be forwarded, as for some postal services the **mailer** might require the return of the postal item if it cannot be delivered at the delivery address.

NOTE 2 Forwarding addresses can be permanent, e.g. in case of relocation of the addressee, or temporary. They may also involve the holding of mail for collection by the addressee or the mailee (see **poste restante**).

3.10
mail originator
party responsible for originating the content of a postal item

NOTE The mail originator can be thought of as the initiator of the postal item. Mail production, finishing, submission and payment processes may be performed by the mail originator, but may equally be performed by other parties. In particular, the mail originator:

— *does not necessarily determine the **delivery address** (e.g. unaddressed mail, or mail which is addressed by a mail-house);*

— *does not necessarily produce (print, fold, insert into envelopes, etc.) the mail;*

— *can be distinct from the **mail submitter**;*

— *might not pay for the (complete) service (Freepost, Business Reply, COD, under-franking, etc.);*

— *can be distinct from the party to which the postal item is to be returned in case of non-delivery.*

See **mailer**

3.11
mail recipient
individual who actually receives a postal item at **delivery**, or who first accesses the postal item if it is left for collection

NOTE The mail recipient should normally be the **addressee**, the **mailee** or an authorised representative of one of these two. However, this might not always be the case, e.g. if the postal item is left for collection in a location to which third parties have access; if the addressee/mailee has moved without leaving forwarding instructions, or if the addressee or mailee specification was ambiguous and was, as a result, misinterpreted by the postal operator.

3.12
mail submitter
party responsible for induction of a postal item into the postal system

NOTE The mail submitter may be, but is not necessarily, the same party as the **mail originator**.

3.13
mailee
party designated in a **postal address** as having responsibility for ensuring that postal items, delivered or handed over by the postal operator at the **delivery address**, reach their **addressee**

NOTE 1 Unlike addressee specification, mailee specification is never implicit: if a postal address does not contain a mailee specification, then there is no mailee.

NOTE 2 Notwithstanding NOTE 1, the mailee may be designated explicitly by use of a role descriptor, or designated implicitly with no role descriptor.

NOTE 3 As is the case for addressee, the information in a particular mailee specification might be ambiguous.

3.14
mailer
party who carries out one or more of the processes involved in creating, producing, finishing, inducting and paying the postage due for a postal item

NOTE Many processes are involved in the production and mailing of postal items. These include:

— initiation;

— content production, which might be separated into parts produced by several different parties (e.g. inserts might be produced separately from covering letters);

— finishing, including assembly of the content and its packaging (e.g. placing in an envelope, or wrapping) for mailing purposes;

— addressing;

— induction into the postal system;

— payment.

These processes may be performed by one party, or may be split between different parties, each fulfilling a particular role or combination of roles. Where it is necessary to distinguish between such roles, they are referred to by separate terms, in particular **mail originator**, **mail submitter** and **payer**; where such distinction is not necessary, mailer is used as a generic term.

3.15
party
one or more natural and/or legal persons and/or organisations without legal personality that act(s) as a single entity for the purpose of participation in a transaction associated with a postal item

3.16
payer
party responsible for payment to the postal operator of the postage due in respect of a postal item

NOTE 1 This term is not used in the present document, but is included for consistency with other specifications relating to the interface between **mailers** and postal operators.

3.17
postal address
set of information which, for a postal item, allows the unambiguous determination of an actual or potential **delivery point**, usually combined with the specification of an **addressee** and/or a **mailee**

see **delivery address, forwarding address, return address**.

NOTE 1 The **components** of postal addresses are defined in Clause 5.

NOTE 2 Postal addresses can be ambiguous, incorrect or non-existing. See also **syntactically correct postal address**, **valid postal address**.

3.18
postal address component
collective term for **postal address elements**, postal address constructs and postal address segments, as defined in this standard

NOTE Clause 5 of this standard defines the postal address components which may occur in an actual postal address. It should be noted that not all components are necessarily used in a specific instance or class of postal addresses.

3.19
postal address construct
combination of **postal address elements** which together form a logical portion of a **postal address**

NOTE 1 Some constructs are defined hierarchically. That is, a construct may comprise a logical grouping of postal address elements, a logical grouping of lower level constructs, or a combination of elements and lower level constructs.

NOTE 2 5.3 of this standard defines the constructs which may occur in a postal address. It should be noted that not all constructs are necessarily used in a specific instance or class of postal addresses.

see **postal address component**, **postal address segment**

3.20
postal address element
basic entity of a **postal address** that has a well-defined conceptual meaning and representation and has significance for customer or postal processing purposes

NOTE A thoroughfare name which may comprise one or more words is an example of a ***postal address construct***, but that does not imply that the individual words of which it is comprised are also constructs. For example, with Pine Grove Avenue, there are at most two ***postal address constructs***. So Pine Grove might be considered as a postal address element, the thoroughfare name. On the other hand, it is part of a larger thoroughfare construct that includes thoroughfare type and thoroughfare qualifier. These entities can precede or follow the thoroughfare name. This makes it helpful to have separate placeholders for each possible sequential ordering of components in designing ***postal address templates***, and since the meaning of an element is independent of the position, this shows the need for element sub-types alongside elements.

So is thoroughfare name an element sub-type, an element, or a larger construct made up of elements? EN 14142-1 approaches this by defining those components needed to represent instances or parts of constructs as element sub-types.

Following this, the elements are the lowest level constructs remaining. As a result, some elements have one or more levels of sub-types, while others have none. The remaining components above the element level are the higher level constructs and segments.

Alternate representations of information that have a distinct function are given the status of elements, which conforms with the above definition of postal address element. An example would be country name and EN ISO 3166-1 country code, which are separate elements.

On the segment level, though not the construct level, it is possible to replicate a group of elements and have them recognized in the templates. This provides a way to solve certain problems in designing address database, such as multiple addressees at one address, or multiple addresses for one addressee.

Leaving aside the cases of representations and replication, EN 14142-1:2011 handles multiplicity and subdivision of elements by defining element sub-types. It uses two levels of sub-type in the notation, one for instances and one for parts. Instances can be levels, positions, or occurrences, and parts can be physical or logical. This approach keeps the number of postal address elements limited. Elements should have meaning in a general rather than only a specialized postal context, while this is not always the case with element sub-types, particularly those representing parts of elements. Some cases could be decided either way, but this approach results in combining some previously defined elements, including the components of thoroughfare and the components of delivery service identifier, into single elements, while leaving others such as surname prefix and name qualifier to retain their status as elements.

5.4 of this standard defines the elements which may occur in a postal address. It should be noted that not all elements are necessarily used in a specific instance or class of postal addresses.

3.21
postal address element and element sub-type code
alternate representation for a postal address element or element sub-type which uses a condensed notation that conforms to specified conventions, is suitable for use in templates, and is relatively language independent when compared with the element and element sub-type names

NOTE Clause 6 of this standard further explains element and element sub-type codes.

3.22
postal address element sub-type
sub-division of a postal address element representing parts or instances of the root element, used to facilitate template design, address rendition, address database storage and related technical needs

NOTE Postal address element sub-types are further described in 5.5.

3.23
postal address segment
named group of related **postal address constructs** and/or **postal address elements** with a specific defined function

NOTE 5.2 defines the postal address segments.

see **postal address component**

3.24
postal address structure
manner in which **postal address components** are or can be combined to form a **postal address**

NOTE Postal address structures may differ from country to country, from region to region or even from operator to operator within a country.

see **syntactically correct postal address**, **valid postal address, postal address template**

3.25
postal address template
specification of how a postal address is to be written; in particular, of the order in which **postal address elements** are to appear, of which **postal address elements** are mandatory and which are optional and of **rendition instructions**

see **syntactically correct postal address**, **valid postal address, postal address structure**

NOTE Postal address templates are further described in Clause 7.

3.26
poste restante
delivery service indicator specifying that a postal item is to be held at a designated postal establishment or agency for collection by the **addressee** or his/her authorised representative

3.27
recipient
see mail recipient

3.28
rendition instruction
specification of how address elements shall be rendered, or in some cases optionally may be rendered, when printed on a mail piece

NOTE Postal address rendition instructions are further described in Clause 8.

3.29
return address
postal address to which the postal operator should deliver a postal item if it is unable to effect normal **delivery** to the delivery address or, if specified, a forwarding address

NOTE 1 The interpretation of "normal delivery" might be dependent on the service characteristics for the postal service appropriate to the individual postal item.

NOTE 2 The return address is usually (but not always) the postal address of the **mail originator** or the **mail submitter**. It need not necessarily be explicitly represented on the postal item – for example, it may be derived from a company logo or from a franking mark, or it may only be apparent when the postal item is opened (normally in a special location designated for the processing of non-deliverable postal items). It might also be impossible to determine the return address, in which case the non-delivered postal item concerned should be handled according to national regulations (e.g. be destroyed).

3.30
segment
see **postal address segment**

3.31
syntactically correct postal address
postal address in which the combination of **postal address components** is fully in accord with this standard and with relevant national or regional rules which define restrictions on allowed combinations and internal structures of such components

Example:	*<form of address>*	*Mr.*
	<given name>	*John*
	<surname>	*Smith*
	<street number or plot>	*4395*
	<thoroughfare name>	*Station*
	<thoroughfare type>	*Road*
	<town>	*Porchester*
	<distribution area indicator>	*FAREHAM*
	<postcode>	*PO16 8BQ*
	<country>	*UNITED KINGDOM*

forms a syntactically correct United Kingdom postal address, but if the country were France, it would not be syntactically correct, because France uses only numeric postcodes.

NOTE Syntactic correctness does not imply validity. The above is not a **valid postal address** because the **delivery point** identified within it does not exist.

3.32
valid postal address
postal address in which the combination of **postal address components** corresponds to, and provides for unambiguous identification of, a single **delivery point** and of an **addressee** and/or **mailee**

NOTE 1 Valid postal addresses are not necessarily syntactically correct. For example:

<function>	*The Director General*
<organisation name>	*CCMC*
<street number or plot>	*17*
<thoroughfare type>	*Avenue*
<thoroughfare name>	*Marnix*
<town>	*Bruxelles*
<country>	*BELGIUM*

is not a **syntactically correct postal address**, because **postcode** is missing, but it is valid since it uniquely defines a delivery point in Brussels.

NOTE 2 The **addressee and/or mailee specification** may be implicit, as in the case in which the postal item is intended for the party having legal access to the delivery point.

4 Symbols and abbreviations

CEN: European Committee for Standardisation

CEN/TC 331: CEN Technical Committee 331: Postal Services

ISO: International Organisation for Standardisation

SB: (UPU) Standards Board

UPU: Universal Postal Union

5 Postal address components

5.1 General

This clause defines the decomposition of a postal address specification into segments, constructs and elements. Definitions of more general terms and concepts are given in Clause 3.

A postal address specification comprises one to four segments: